

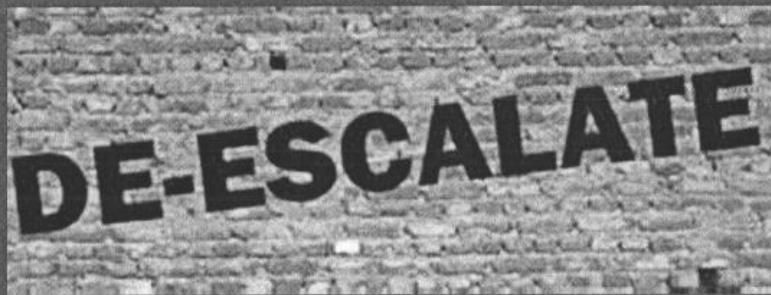
**CLEAR INSTITUTE
PRESENTS**



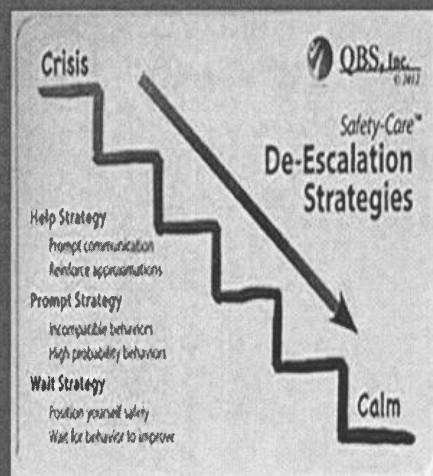
**Cultural Diversity, De-
Escalation, & Bias Crime
Reporting**

Part II

Law Enforcement and De-Escalation



De-Escalation



A Quick Review of The L.E.A.P. S Model

L.E.A.P.S.:

- Listen
- Empathize
- Ask
- Paraphrase
- Summarize



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De-Escalation Concept “Be quick but don’t hurry.”

- Allows you time to look for tactical indicators of potential threats.
 - Bulges
 - Locked elbow or elbow rise
 - Failure to comply with orders...hands to waist band or pockets
- Allows time for backup to arrive.



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De-Escalation Concept

“Be quick but don’t hurry.”

■ Quick

- Use cover as tactical advantage.
- Use tactical communication skills to slow down escalation to buy time; gain tactical advantage; get additional resources.
- Attempt to safely de-escalate but place yourself in position to use force if necessary.

■ Hurry

- We become reckless.
- Officer creates jeopardy.
- Through actions, Officer may escalate situation in attempt to gain control.
- Starts to argue with suspect: General rule, if you are arguing, you have lost control.

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The Importance of De-Escalation Techniques.

- De-escalation techniques allow officers to recognize the underlying causes of escalation.
- De-escalation allows officers to defuse these causes before a confrontation gets out-of-hand.
- There are numerous benefits to de-escalation training:
 - minimizes danger to the officer and the public;
 - improves relations with the community;
 - decreases the need for arrests
 - improves information flow from citizens.



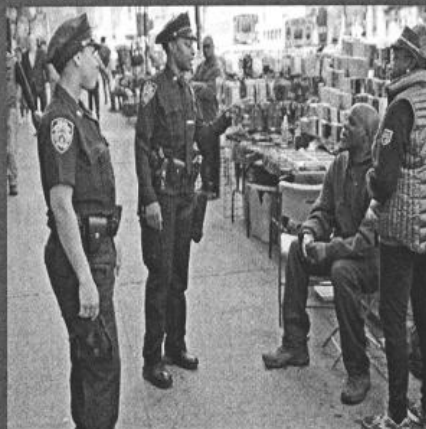
The Importance of De-Escalation Techniques.

- Every encounter with citizens is different.
- In some cases, de-escalating a situation involves separating fighting parties, while in others all that is required is a calm conversation.
- Others require physical intervention.
- By learning general approaches and techniques to avoid escalation and de-escalate any arising tense encounters, outcomes may be improved drastically.
- **A calm, reasonable approach to communication is the key to de-escalation.**



The Importance of De-Escalation Techniques

- Having a foundational approach is not enough.
- We will talk about some potential methods to de-escalate confrontational encounters.



The Importance of De-Escalation Techniques

- **OUR MISSION**
- Our primary mission is to prepare you for encounters with civilians by discussing and demonstrating approaches and techniques to de-escalation in law enforcement.
- De-escalation requires a calm demeanor and understanding of the situation and your surroundings.

Personal Development

Self-Assessment.

Take Care of Yourself

- Regular exercise and healthy diet. Avoid excessive alcohol consumption.
- Maintain proper work-life balance. Activate social supports regularly. Don't isolate!

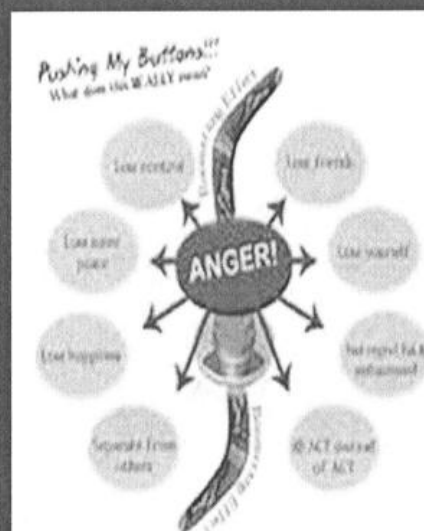
Am I prepared to deal with public today?

- Sick and personal time is available for those periods of time when you need it.
- Make sure you are ready to put your life on hold and be fully present for those you serve.

Self-Assessment.

What are my own "button" or issues?

- Issues in your own personal life can cloud your objectivity and/or increase the possibility of being emotionally reactive when those issues are present in the citizens you serve.



Weaknesses.

Are you easily angered?

- Emotion is a major factor for escalation.
- Controlling one's anger or impatience is key to de-escalating any confrontation.



Reactive v. Responsible

- Reacting impulsively leads to poor decision-making and is a limiting factor for de-escalation.

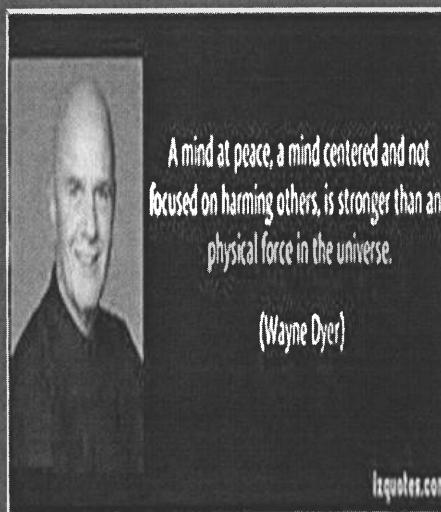
impulsive (adj.)

motivated by emotion rather than thought; spontaneous actions based on desires, whims or inclinations

Weaknesses.

Over-Reliance on Physical Solutions

- Physical intervention is sometimes required for de-escalation, but should not be relied on primarily. First, try calmly talking with all parties during a possible confrontation.



Environmental Analysis

Threats:

Assailants or Armed Individuals

- Removing all weapons from citizens and halting all assault attempts is the first step in removing threats.



Highly Emotional Citizens

- Angry, frustrated, and depressed individuals are at high risk for hurting themselves or others, including officers.



Threats

Disruptors

- Occasionally, bystanders will try to interrupt your conversations and impede any progress you are making in de-escalating the situation.



Solutions

How can angry citizens be calmed?

- Angry citizens are one of the sources of escalation. Determining how best to calm them is important for de-escalation.



How can I learn what is going on here?

- It is not always easy to get accurate accounts of what took place before and during a confrontation.
- Separating everyone for individual interviews is a good start.

Solutions.
How can we get information without causing angry response?

- Asking certain questions and asking questions the wrong way are both sources of escalation. Questions should be asked with specific purposes, including to avoid escalation.



Approaches & Techniques

Communication Steps.

Separate Anyone Angry with One Another

Often, sources of conflict involves two or more people angry at one another. Calmly asking them to separate is important in such cases.

Carefully Assess the Situation including All Actors

A thorough assessment will reveal any sources of escalation and any immediate threats to public safety.

Patiently Allow Everyone to Calm Down before Moving On

The communication process is often drawn out to help everyone calm down. Never leave a situation that may escalate upon your departure.

Ask Questions Calmly Avoid Leading Questions

Allow everyone to give their own accounts of what happened, while patiently asking questions and trying to understand the situation from all perspectives.

Reassess Situation and Any Potential Sources of Escalation

Listening Techniques.



Attentive

Pay attention and show the citizen speaking to you that you are paying attention.



Aware

Always be aware of activity around you and be mindful of the emotions displayed by the person speaking to you.



Listen for Details

Important details are often missed during interviews.



Ask Questions

When appropriate, ask simple questions that allow the speaker to elaborate.



Show Concern

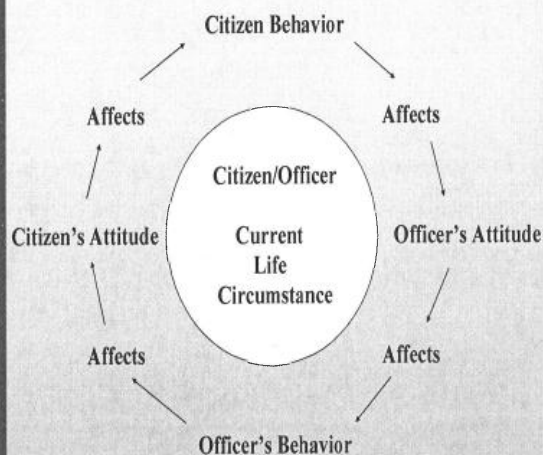
Be mindful of any injuries shown or worries expressed by the speaker and show the appropriate concern.



Ask for Mild Tones

If the speaker is yelling or getting angry, even if not at you, calmly ask the speaker to speak more softly.

Cycle of Interaction



Citizate (2008)

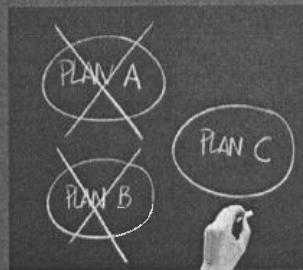


Emotion Management.

Remaining calm and not panicking or getting angry is often required to de-escalate such confrontations.

It is important to recognize that causes of escalation during confrontations result from both officer behavior and citizen behavior.

Prepare a Contingency Plan.



Being prepared for a situation means quickly determining what to do when things go wrong.

Using Respect As a Technique.

Establishing respect between yourself and the civilians during a confrontation can be the difference between keeping everyone calm and anger erupting from multiple parties.



The Hostage Negotiator Model.

- In some scenarios, a hostage negotiator model is useful for minimizing the negative outcomes during a confrontation.
- The hostage negotiator model of communication focuses on remaining objective and calm and trying to understand the goals and intentions of the aggressor.

Two Approaches.



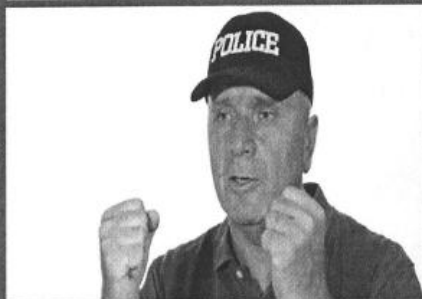
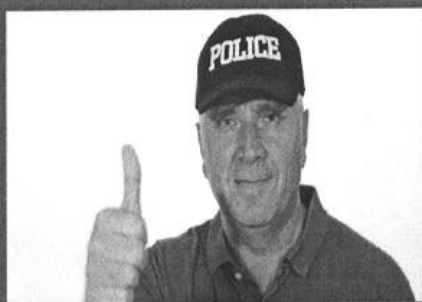
Authoritativeness

Authoritativeness refers to the officer using his or her authority effectively and positively



Authoritarianism

Authoritarianism refers to the enforcement of strict obedience to authority, lack of concern for opinions of others.



Paralanguage.

Paralanguage, or body language, refers to any forms of non-verbal communication that can contribute to another's understanding of the messages that you express.

Unhelpful Non-verbal Practices.

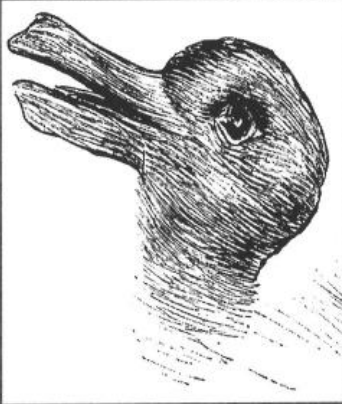
Avoid these non-verbal behaviors:

- Pointing or shaking your finger
- Shrugging
- Clenching your teeth
- Smiling, if you can't do so naturally
- Touching the individual: If necessary and if possible, ask for permission first.



Unhelpful Non-verbal Practices.

- Do not raise your voice or attempt to talk over someone who is yelling.
- Do not tell the person to "calm down."
- Do not get defensive in response to comments or insults.
- Do not argue with the individual or try to convince him or her.
- Do not express judgements about the person's actions or statements.



A rabbit or a duck?

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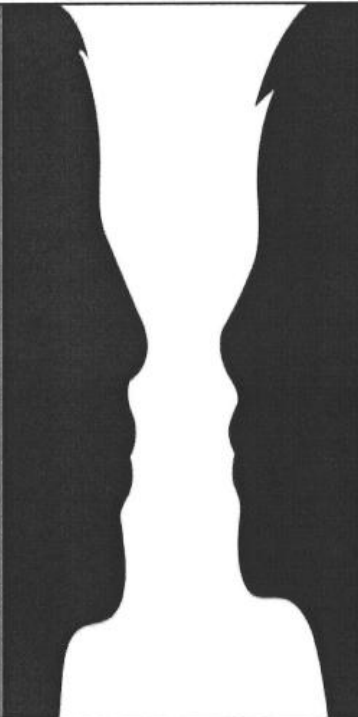
Causes of Citizen-Officer Violence:


Misperception. One of the major causes of violence between officers and citizens is the citizen perception that the officer was unnecessarily aggressive or demeaning.

Proxemics.

Proxemics is an understanding of how we use our environments around us.

The space between two individuals indicates the level of comfortability that the two are with one another. Get too close to someone you are unfamiliar with and you risk them feeling threatened.





Causes of
Citizen-Officer
Violence:
Intimidation.


2

Physical intimidation is another common cause of violence between citizens and officers. When officers prematurely engage physically with citizens, there is a significant risk of escalation.

Causes of
Citizen-Officer
Violence:
Early Detainment.

Detaining citizens is often best for their safety, the safety of the officer, and the safety of the public in general. But premature attempts at detention, especially those without the proper instructions, often lead to immediate escalations.

3



How to De-Escalate a Confrontation.

De-escalation Steps.

1. Approach Slowly.



- The initial contact is important for establishing respect between all parties and avoiding early escalation.

De-escalation Steps.

2

Listen Carefully.



- By listening carefully, escalation is less likely and more information can be gathered by establishing trust with the speaker.

De-escalation Steps.

3

Remain Patient and Allow The Citizen to Calm Down.

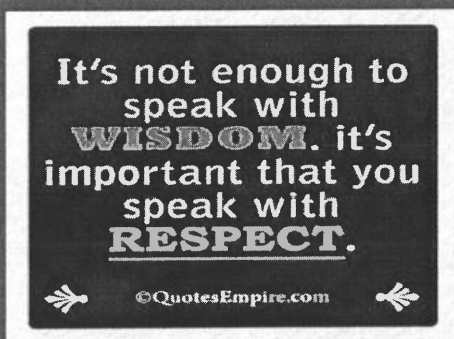


Ensuring that everyone is calm is important, but often takes time. Patience is key here.

De-escalation Steps.

4

Speak Respectfully.



- When asking questions, speak respectfully to further establish trust and avoid escalation.

De-escalation Steps.

5.

Continue Listening.



- Even when the situation appears calm, continuing to listen will help maintain stability.

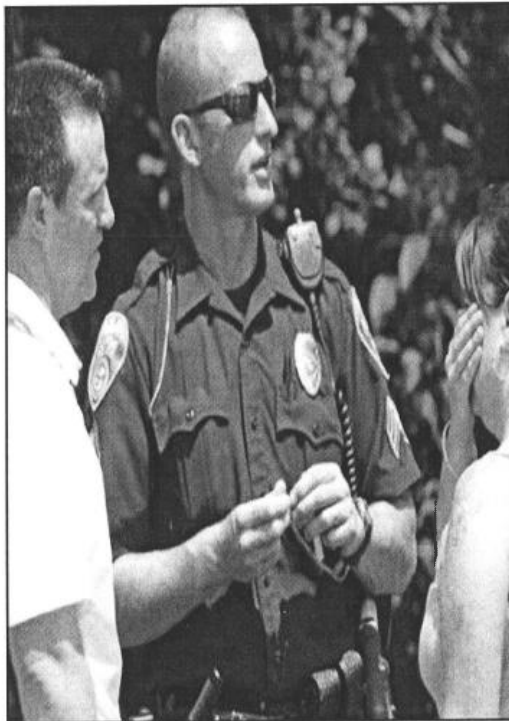
De-escalation Steps.

6.

**Ask for Cooperation
from the Citizen.**



- Whether the situation is tense or relaxed, politely asking for cooperation may be the difference between escalation and de-escalation.



**Communication
is Key.**

The most important takeaway here is that a calm, collected communication process can make all of the difference when attempting to de-escalate a potentially hostile situation.

Remember Empathy.

- Let the person set the pace and style of interaction.
- Express empathy for feelings.
- You don't need to agree.
- Normalize: "I think I would feel that way too."
- Ask, "What do you think?"
- Allow the person to talk about experiences and beliefs, but do not force them.

Empathy is

seeing with the eyes of another,
listening with the ears of another,
and feeling with the heart of another.

 geniusawakening

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Keeping the Mind Flexible

- Every encounter is unique
- Maintain a Professional face; don't try to save personal face.
- A first responder uses the rush of adrenaline; amateurs are dictated by it
- Try not to react to people; respond to them
- Flexibility in your approach even when your decision remains the same



Cultural Considerations in Crisis Response.

- Cultural Fluency is essential for effective cross-cultural crisis communication.
- Consists of:
 - Understanding your own cultural lenses.
 - Understanding communication variation across cultures.
 - Applying these understandings to enhance relationships.



Common Cultural Differences.

- Perception of time.
- Perception of space.
- Fate and personal responsibility.
- Importance of saving face and honor.
- Nonverbal communication: all aspects.
- Attitudes and beliefs about mental illness.
- Attitudes and beliefs about authority figures in general and police in specific.

Resolving Cultural Conflicts.

1. Be aware that culture may be a factor.
2. Be willing to work on the cultural issues.
3. Be willing to talk about how the other person's culture would address this problem.
4. Develop a solution together.
5. If there is confusion or a misunderstanding...talk about it and learn from each other.

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Body Language.

Body posture and movement. Face to face, eye to eye, toe to toe is a “challenge” position and tends to escalate an individual in a crisis situation.*.



**Subject to cultural variation*

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